

To Whom it may Concern,

NBF Beaufort, LLC d/b/a Two Men and a Truck Beaufort is requesting a Motion of Reconsideration of two sections determined by Commission Action in Docket No: 2021-364-T.

We are requesting approval of the Presentation of Claims provision (3.2) which requires a customer to present a claim for damages to the company within ninety-six hours of the move. We think it is unreasonable to give the customer 14 days. In 14 days a customer could use items in their home and with normal wear and tear, could report it as a damage. Ninety-six hours is a standard provision (policy) within the Two Men and a Truck franchise system. We provide written documentation of this policy prior to the move in the form of a PreMove Letter and in the form of a Moving Services Agreement (MSA). In the MSA, which is a binding contract, the customer agrees to this policy. We have had this policy in affiliated South Carolina franchises for 20 years. Affiliated franchises and this franchise have recently made changes to our tariff and this provision has been approved. We do not have any damage complaints on file with the Public Service Commission that reference the ninety-six hours being too short of an amount of time. We have and always will try to settle customer damages in the spirit of customer service.

We are requesting approval to keep the Full Value Replacement Coverage to read "upon request." We have requested this option for the ability to offer more options to our customer that better suit their needs. Not all customers have the same needs or wants when it comes to replacement coverage. We do have the required depreciated value of 60 cents per pound in the tariff. This is not only a state requirement, but an FMCSA requirement. Coverage above depreciated value of 60 cents per pound is not regulated into the tariff. If the customer requests Full Replacement Coverage, they will have the option to agree to the coverage or deny it on the move day on the MSA. This option of "upon request" has also been approved in an affiliated South Carolina Two Men and a Truck franchise.